



World Consumer Protection Map

Contribution by
Luxembourg

Page 2: Contact of respondent

Q1

Luxembourg

Name of responding member State

Q2

Name of responding authority/agency:

Directorate for Consumer Protection

Page 3: Consumer protection legislation

Q7

No

Does your country's Constitution contain a provision on consumer protection?

Q8

Respondent skipped this question

If you do, please provide de following details:

Q9

Yes

Does your country have have specific law(s) on consumer protection ?

Q10

Date

25/08/1983

If you do, when was the main specific law first enacted?

Q11

Date

04/12/2022

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Please provide the following details of the current specific law(s):

1- Name of law

Consumer Code

1- URL link

<https://legilux.public.lu/eli/etat/leg/code/consommation>

Q13

Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,

Product quality,

Terms and conditions,

Promotional marketing and sales practices (including misleading advertisement)

,

Voluntary codes for businesses,

Restrictive business practices (competition/antitrust),

Electronic commerce,

Tourism,

Financial services,

Dispute resolution,

Redress,

Consumer information

Page 4: Consumer protection legislation

Q14

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Physical safety

Loi modifiée du 4 juillet 2014 portant réorganisation de l'ILNAS

Water

Loi modifiée du 28 mai 2004 portant création d'une Administration de la gestion de l'eau

Pharmaceuticals

Loi du 21 novembre 1980 portant organisation de la Direction de la santé

Data protection and privacy

Loi du 1er août 2018 relative à la protection des personnes physiques à l'égard du traitement des données à caractère personnel en matière pénale ainsi qu'en matière de sécurité nationale

Q15

Please indicate the URL Link of the relevant law(s) to each field:

Physical safety

<https://legilux.public.lu/eli/etat/leg/loi/2014/07/04/n2/jo>

Water

<http://legilux.public.lu/eli/etat/leg/loi/2004/05/28/n1/jo>

Pharmaceuticals

<https://legilux.public.lu/eli/etat/leg/loi/2022/12/14/a628/jo>

Data protection and privacy

<http://legilux.public.lu/eli/etat/leg/loi/2002/08/02/n2/jo>

Page 5: Consumer protection institutions

Q16

Name of Ministry responsible for consumer protection:

Directorate for Consumer Protection

Q17

URL link of responsible Ministry for consumer protection:

<https://mpc.gouvernement.lu/en.html>

Q18

Year when consumer protection was assumed by the current responsible ministry:

2018

Page 6: Consumer protection institutions

Q19

No

Do you have a main consumer protection authority/agency?

Q20

Respondent skipped this question

Name of main consumer protection authority/agency:

Q21

Respondent skipped this question

URL of main consumer protection authority/agency:

Q22

Respondent skipped this question

Year of creation:

Q23

Respondent skipped this question

Annual budget: (in USD)

Q24

Respondent skipped this question

Total number of staff:

Q25

Respondent skipped this question

Total number of staff directly affected to consumer protection:

Q26

Respondent skipped this question

Do you have a law/decreree that governs the main consumer protection authority/agency?

Q27

Respondent skipped this question

If you do, please provide the following details:

Q28

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,

Terms and conditions,

Promotional marketing and sales practices (including misleading advertisement)

,

Electronic commerce,

Dispute resolution,

Redress,

Consumer information

Q29

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Physical safety	Ministry of the Economy
Financial services	Ministry of Finance
Promotion of sustainable consumption	Ministry of the Environment, Climate and Sustainable Development
Food distribution	Ministry of Agriculture, Viticulture and Rural Development
Water	Ministry of the Environment, Climate and Sustainable Development
Pharmaceuticals	Ministry of Health and Social Security
Energy	Ministry of the Economy
Tourism	Ministry of the Economy
Data protection and privacy	Ministry of State

Q30

URL Link of the relevant authority/agency to each field:

Physical safety	https://meco.gouvernement.lu/
Financial services	http://www.mf.public.lu/
Promotion of sustainable consumption	https://mecdd.gouvernement.lu
Water	https://mecdd.gouvernement.lu/
Pharmaceuticals	https://msss.gouvernement.lu/
Energy	https://meco.gouvernement.lu/
Tourism	https://meco.gouvernement.lu/
Data protection and privacy	https://smc.gouvernement.lu/

Q31

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Electronic commerce,
Dispute resolution,
Redress,
Consumer information

Page 8: Consumer protection institutions

Q32

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Physical safety	Luxembourg Institute of Standardisation, Accreditation, Safety and Quality of Products and Services (ILNAS)
Restrictive business practices (competition/antitrust)	Autorité de la concurrence
Financial services	Commission de surveillance du secteur financier (CSSF/ Commissariat aux assurances)
Food distribution	Commission de surveillance du secteur financier (ALVA)
Water	Administration de la gestion de l'eau
Pharmaceuticals	Direction de la santé
Energy	Institut luxembourgeois de régulation (ILR)
Data protection and privacy	National Commission for data protection (CNPD)

Q33

URL Link of the relevant authority/agency to each field:

Physical safety	https://portail-qualite.public.lu/
Restrictive business practices (competition/antitrust)	https://concurrence.public.lu/
Financial services	http://www.cssf.lu/ http://www.caa.lu/
Food distribution	https://ma.gouvernement.lu/fr/administrations/alva.html
Water	https://eau.public.lu/
Pharmaceuticals	https://msss.gouvernement.lu/fr.html
Energy	https://www.ilr.lu
Data protection and privacy	https://cnpd.public.lu/

Q34

Respondent skipped this question

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Q35

No

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36

Respondent skipped this question

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Q37

Respondent skipped this question

Record highest amount for any sanction/measure imposed: (in USD)

Q38

Respondent skipped this question

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Page 9: Consumer protection institutions

Q39

Yes

Are there any non-governmental consumer organizations/associations in your country?

Q40

No

Do you have a law/decree that governs consumer organizations/associations?

Q41

Respondent skipped this question

In case you have a law/decree that governs consumer organizations, please provide the following details:

Q42

Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,
Legal advice to consumers,
Consumer education,
Consumer information,
Consumer publications,
Enforcement powers,
Legal representation of consumers' individual interests before courts

Q43

Yes

Do consumer groups/associations receive public funding?

Q44

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	Union luxembourgeoise des consommateurs nouvelle asbl (ULC)
1- Website	www.ulc.lu
2- Name	Centre européen des consommateurs Luxembourg GIE (CEC)
2- Website	www.cecluxembourg.lu

Page 10: Consumer protection institutions

Q45**Yes**

Can consumers obtain redress through judicial channels?

Q46**No**

Is there a specialized judicial mechanism for consumer complaints?

Q47**Respondent skipped this question**

If there is, please provide the following details

Q48**No**

Do you have collective redress/class actions for consumer complaints?

Q49

**Consumers individually,
Lawyers,
Consumer protection enforcement authority/agency,
Consumer associations**

Who can represent consumer interests in court?

Q50**Respondent skipped this question**

What is the highest damages award following a collective redress/class action?

Page 11: Consumer protection institutions

Q51

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

Mediation/ Conciliation,

Comments:

Médiateur de la consommation,
<https://www.mediateurconsommation.lu> Institut
 luxembourgeois de Régulation, <https://www.ilr.lu>
 Commission de surveillance du secteur financier,
<https://www.cssf.lu/en/consumer-protection/> Médiateur en
 assurances, [https://www.aca.lu/fr/mediation/saisir-le-](https://www.aca.lu/fr/mediation/saisir-le-mediateur/)
 mediateur/ Commission luxembourgeoise des litiges de
 voyages, [https://www.ulc.lu/fr/organes/detail.asp?](https://www.ulc.lu/fr/organes/detail.asp?T=1&D=descr&ID=5)
 T=1&D=descr&ID=5

Q52

If there are any of the above, please provide the following details:

1- Name

Médiateur de la consommation

1- URL Link

<https://www.mediateurconsommation.lu>

2- Name

Institut luxembourgeois de Régulation

2- URL Link

<https://www.ilr.lu>

3- Name

Commission de surveillance du secteur financier

3- URL Link

<https://www.cssf.lu/en/consumer-protection/>

Q53

Yes

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Q54

If there are, please provide the following details:

1- Name

ODR Plattform of the European Commission

1- URL Link

**[https://ec.europa.eu/consumers/odr/main/?](https://ec.europa.eu/consumers/odr/main/?event=main.home2.show)
[event=main.home2.show](https://ec.europa.eu/consumers/odr/main/?event=main.home2.show)**

Page 12: Consumer protection institutions

Q55

Yes

Are there any self-regulation initiatives from businesses?

Q56

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	Quality Charter of the Real Estate Chamber
1- URL link	https://www.chambre-immobiliere.lu/wp-content/uploads/2019/10/Charte-de-qualit%C3%A9.pdf
2- Name of initiative	Code of ethics of the Luxembourg Bankers' Association
2- URL link	https://www.abbl.lu/fr/accueil-3

Q57

Yes

Are there any co-regulation initiatives between businesses and public entities?

Q58

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	Charter Gift certificates
1- URL link	https://gouvernement.lu/dam-assets/documents/actualites/2020/06-juin/Charte.pdf

Q59

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Fair and equitable treatment,
Responsible commercial behaviour,
Disclosure of information and transparency,
Education and awareness-raising,
Protection of privacy,
Consumer complaints and disputes

Page 13: Consumer protection institutions

Q60

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		1
Informal (memoranda of understanding)	2	1

Q61

Please provide name and URL link of formal bilateral agreements (treaties):

Protocole de coopération entre la Direction générale de la Concurrence, de la Consommation et de la Répression des Fraudes (France) / Ministère de l'Economie, des Finances et de l'Industrie et la Direction de la Réglementation des Marchés et de la Consommation / Ministère de l'Economie et du Commerce extérieur (Luxembourg)

Protocole organisant la coopération transfrontière entre la Direction de la réglementation des marchés et de la consommation du Ministère de l'Economie et du Commerce extérieur (Luxembourg) et la Direction générale du Contrôle et de la Médiation du Service Public Fédéral Economie, PME, Classes Moyennes et Energie (Belgique)

Q62

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Protocole de coopération entre la Direction générale de la Concurrence, de la Consommation et de la Répression des Fraudes (France) / Ministère de l'Economie, des Finances et de l'Industrie et la Direction de la Réglementation des Marchés et de la Consommation / Ministère de l'Economie et du Commerce extérieur (Luxembourg)

Protocole organisant la coopération transfrontière entre la Direction de la réglementation des marchés et de la consommation du Ministère de l'Economie et du Commerce extérieur (Luxembourg) et la Direction générale du Contrôle et de la Médiation du Service Public Fédéral Economie, PME, Classes Moyennes et Energie (Belgique)

Q63

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Loi du 19 novembre 2021 sur la coopération entre les autorités nationales chargées de veiller à l'application de la législation en matière de protection des consommateurs, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32017R2394&qid=1689757610072>

Q64

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Memorandum on the Establishment and Operation of the International Consumer Protection and Enforcement Network (ICPEN), https://icpen.org/sites/default/files/2017-08/Memorandum_on_the_Establishment_and_Operation_of_ICPEN_2016.pdf

Q65

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Enforcement,**Consumer rights/legitimate needs,****Terms and conditions,****Promotional marketing and sales practices (including misleading advertisement)**

,

Voluntary codes for businesses,**Electronic commerce,****Financial services,****Tourism,****Consumer education,****Consumer information****Q66**

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Investigate,**Pursue,****Share information and evidence****Q67**

Do you have any experience in cross-border cooperation on enforcement?

Yes**Q68**

If you do, please provide a short description

Experience in the framework of intra-European Union cooperation
International Exchanges

Q69

Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

Q70

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project	E-Enforcement Academy Local Trainings
1- Name of cooperating partner(s)	European Commission
1- Starting date of programme/project	June 2021
1- Finish date of programme/project	November 2021
1- Scope of programme/project (list areas of work)	Training on online investigations

Page 14: Consumer protection policies

Q71**No**

Does your authority/agency carry out information and education initiatives?

Q72**Respondent skipped this question**

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Q73**No**

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74**Respondent skipped this question**

If your authority/agency does, please provide the following details:

Q75**Respondent skipped this question**

Do consumer organizations/associations provide education and information initiatives?

Q76

If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	Union luxembourgeoise des consommateurs nouvelle asbl (ULC)
1- URL link of initiative	www.ulc.lu
2- Name of consumer organization/association	Centre européen des consommateurs Luxembourg GIE (CEC)
2- URL link of initiative	www.cecluxembourg.lu

Page 15: Consumer protection policies

Q77

No

Does your authority/agency conduct research and analysis on consumer protection issues?

Q78

Respondent skipped this question

If your authority/agency does, please provide the following details:

Q79

Respondent skipped this question

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

Respondent skipped this question

If other organizations/associations do, please provide the following details:
